

## **AMENDMENTS**

### **In the Claims**

1. (Original) A method of communicating in a remote services system comprising:  
assigning a component within the remote services system with a unique remote services identifier;  
communicating a forward channel communication using a forward channel communication path;  
communicating a back-channel communication using a back-channel communication path; and,  
determining a destination of the back-channel communication based upon the unique remote services identifier of the component.
2. (Original) The method of claim 1 wherein the communicating is via a message.
3. (Original) The method of claim 2 wherein the message includes a header section and a content section.
4. (Original) The method of claim 3 wherein the header section includes information regarding at least one of a source of the message, a destination of the message, routing statistics of the message and a message type of the message.
5. (Original) The method of claim 3 wherein the content section includes actual information being communicated.
6. (Original) The method of claim 5 wherein the content section of the message includes at least one of an alarm, an event, a message response, a bulk data request, a bulk data response and data.
7. (Original) A method of communicating in a remote services system comprising:

communicating a forward channel communication using a forward channel communication path; and  
communicating a back-channel communication using a back-channel communication path, the back-channel communication path being established only after a forward channel communication path is established.

8. (Original) The method of claim 7 wherein the communicating is via a message.

9. (Original) The method of claim 8 wherein the message includes a header section and a content section.

10. (Original) The method of claim 9 wherein the header section includes information regarding at least one of a source of the message, a destination of the message, routing statistics of the message and a message type of the message.

11. (Original) The method of claim 9 wherein the content section includes actual information being communicated.

12. (Original) The method of claim 11 wherein the content section of the message includes at least one of an alarm, an event, a message response, a bulk data request, a bulk data response and data.

13. (Original) A method of communicating in a remote services system comprising:  
assigning a component within the remote services system with a unique remote services identifier;  
communicating a forward channel communication using a forward channel communication path;  
communicating a back-channel communication using a back-channel communication path, the back-channel communication path being established only after a forward channel communication path is established; and,

determining a destination of the back-channel communication based upon the unique remote services identifier of the component.

14. (Original) The method of claim 13 wherein the communicating is via a message.

15. (Original) The method of claim 14 wherein the message includes a header section and a content section.

16. (Original) The method of claim 15 wherein the header section includes information regarding at least one of a source of the message, a destination of the message, routing statistics of the message and a message type of the message.

17. (Original) The method of claim 15 wherein the content section includes actual information being communicated.

18. (Original) The method of claim 17 wherein the content section of the message includes at least one of an alarm, an event, a message response, a bulk data request, a bulk data response and data

19. (New) A method of communicating in a remote services system comprising:  
assigning a component within the remote services system with a unique remote services identifier;  
communicating a forward channel communication using a forward channel communication path;  
communicating a back-channel communication using a back-channel communication path, the back-channel communication path being established only after a forward channel communication path is established, the communicating a back-channel communication being via a backward message, the backward message including a content section, the content section including at least one of an alarm, an event, a message response, a bulk data request, and a bulk data response; and,

determining a destination of the back-channel communication based upon the unique remote services identifier of the component.

20. (New) The method of claim 19 wherein the backward message includes a header section.

21. (New) The method of claim 20 wherein the header section includes information regarding at least one of a source of the message, a destination of the message, routing statistics of the message and a message type of the message.

22. (New) The method of claim 19 wherein the alarm represents information about an alarm from a support instance.

23. (New) The method of claim 19 wherein the event includes a notification from a support instance of a change of state of some component.

24. (New) The method of claim 19 wherein the message response includes a container for a return status for processing the message.

25. (New) The method of claim 19 wherein the bulk data request specifies a request to a service module to transfer bulk data.

26. (New) The method of claim 19 wherein the bulk data response includes attributes indicating whether a bulk data request was successful.